

## COMMON ERROR MESSAGES

- **“Please enter valid userid/password”**

This is a generic error message and could represent two problems within the PCMS system. First, verify user ID and password. All passwords should consist of a minimum of six characters with at least one of them numeric. Currently, passwords will expire after 90 days and the system automatically provides notification five days before the password expiration date. Second, this message appears when the PCMS system is down. Verify this with either the APC or LAPC.

- **“MASCVAL or MASC Is Not Available For Validation”**

Contact the Information Center at (504) 255 - 5230.

- **General Protection Fault”**

This could result from a memory conflict with other software. Close all programs and reboot the PC. If the problem still exists, it could be a result of various PC problems. Contact your local IT staff for assistance. If necessary, have you Local IT staff contact NFC's Information Center for assistance.

- **“F45RUN dll Problems”**

Refer to IT support as PCMS may not be installed properly or the path may be set up incorrectly. For Windows 95 and NT, make sure the **win.ini** and **oracle.ini** files are located in Windows directory on the C drive. For Windows 95, open the **win.ini** file, reference to where the **oracle.ini** is, make sure it is correct. For Windows NT, open the **win.nt** file, reference to where the **oracle.ini** is, make sure it is correct.

- **“FRM” errors**

Click on Help, Display ERROR. Record the Form error (FRM-), the Oracle error (OR-) and the SQL code, if available. Also record the User ID, date time and function being performed. Report the error and information to your LAPC. The LAPC will contact NFC to obtain correction information.

- **“FRM-1027: Active Items In Root Menu of Application”, and Error Message “FRM-41810: Error Creating menu”**

Error indicates user's role is not set up in PCMS. The NFC user id is set up, but PCMS access has not been set up properly. The LAPC should correct the access in SAMS. If the problem persists, contact the Systems Policy and Control Staff (SPCS) at (504 255-5407) or e-mail at [nfc.securityofc@usda.gov](mailto:nfc.securityofc@usda.gov) for further assistance.

- **“FRM-40200: Field is Protected Against Update”**

Error occurs when attempting to update a protected field. The LAPC should ensure the role is established in SAMS correctly.

- **“FRM-40702: Cannot Call Form With Changes To Save”**

Error occurs when attempting to perform another function in PCMS without saving record changes. Save record changes first, then proceed.

- **FRM-40735: Post Query Raised Unhandled Exception No Data Found”, and Error Message “Post-Query, ORA-01403: No Data Found”**

Error occurs when: (1) LAPC is attempting to query purchase card information outside of their SAC authority or (2) LAPC accessing PCMS with their cardholder NFC user id that they use to reconcile transactions.

- **“FRM-41211: This Function Is Not Allowed In This Mode”**

Error occurs when attempting to insert or update while in the query mode. Exit the query mode by clicking the Query-Exit option.

- **“FRM-40501: Oracle error: SSL Failure Running Another Product”**

This error occurs when attempting to run a cardholder report using an LAPC NFC user id. Only the PCMS cardholder's user id can run cardholder report. The LAPC should access reports by using the “Discoverer Report Writer” with their LAPC user id.

- **FRM-40501: Oracle error: Unable To Reserve Record For Update or Delete”**

More than one instance of PCMS is open on a particular transaction. Close other instances and proceed. If the error message “Could Not Reserve Record (3 tries). Keep Trying”, is now displayed, contact the Information Center at (504) 255-5230, and provide user id to unlock the record.

- **“FRM-40655: SQL Error Forced Rollback: Clear Form And Re-enter Transaction”**

The session is killed. Log off PCMS entirely, then try to logon.